

# MALVERN POLICE DEPARTMENT

---

## JOB DESCRIPTION

**POSITION:** POLICE SERVICE REPRESENTATIVE  
**DIVISION:** POLICE  
**LOCATION:** 215 EAST HIGHLAND  
**CLASSIFICATION:** HOURLY WAGE

**Revised:** April 2007

---

This Job Description is not all-inclusive. It is our intent to provide as accurate a description as possible of the requirements, expectations, and tasks associated with this job position, but it is impossible to include all possible tasks associated with this position. The Chief of Police or his /her designated representative, as necessary to meet the needs of the department and the city, may include additional requirements, tasks, and expectations.

### **Supervisor**

The Police Service Representative performs assigned duties under the general supervision of a Police Sergeant or Corporal, as assigned by the Division Commander.

### **Physical Requirements**

- Must be at least 17 years of age to apply, and at least 18 years of age to receive an offer of employment;
- Shall meet all physical requirements required by the department;
- The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this

job;

- While performing the duties of this job, the employee may be required to stand; walk; sit; use hands; fingers; feet; reach with hands and arms; talk or hear; jump; bend; squat; kneel;
- Specific vision abilities required by this job include close vision and ability to adjust focus;
- Operate a motor vehicle;
- Work in adverse weather conditions;
- Walk up several flights of steps;
- Lift and carry boxes, packages, or equipment weighing up to 25 pounds;
- Interact with persons and violators who are under the influence of alcohol, drugs, narcotics or used in combination with each other;
- Family frustrations and adjustments;
- Severe cases of physical and sexual abuse of a child;
- Exposed to wife beating and other forms of domestic abuse;
- Be able to communicate effectively in English with persons of all ages, races, ethnicities, backgrounds, and mental and physical disabilities;

## **Qualifications, Education, and Training**

### **Minimum Requirements:**

- Pass a criminal background investigation;
- Pass a general background check of current and previous employers, work history, and references;
- Must be eligible to be bonded;
- Must have a High School Diploma or equivalent;
- Must possess a valid Arkansas Driver's License;
- The ability to read and write English. Ability to effectively present information and respond to questions from the public in English;
- Must be capable of using basic computer programs, such as Word, Excel, and PowerPoint by Microsoft Inc., and using fine data bases and records management programs to complete required reports and research;
- Must be capable of meeting the physical requirements as identified in the Physical Requirements section of this position;

### **Typical Duties**

Each position in this classification may not include all the duties listed below, nor do the examples cover all duties that may be performed.

- Give information and directions to and assists the public;
- Address meetings at community and civic organizations and schools;

- Maintain police records and may operate headquarters radio and/or telephone equipment;
- Create backup files of records programs;
- Collect bail and issue receipts;
- Prepare daily reports for radio and print media, this consists of the number and type of calls;
- Prepare listing of citations issued and the types of warrants served each day;
- Maintain monthly citation records;
- Prepare monthly reports for City Council Report;
- Separate, file, maintain, and ensure proper routing of ADR;
- Post and file warrants and citations daily. Ensure proper routing of citations and warrants filed;
- Receive Accident and Incident reports from CID daily. Ensure proper filing, posting, and separation of reports;
- Forward copies of accident reports to Arkansas State Police;
- Accept, post, file, and receipt fine, bond, warrant, warrant fees, and report monies from public;
- Give accurate testimony in court on behalf of the department in Failure to Appear and Failure to Pay Fines and Costs cases, and on any other incidents which you may have knowledge of as required; insure that the court is advised of warrant fees due;
- Post fine monies to appropriate docket number to maintain fine database;

- Accept and receipt monies from request for copies of reports;
- Post and maintain database of docket numbers assigned to citations and warrants;
- Prepare and distribute memorandums as directed by the Chief of Police, Assistant Chief of Police, or a supervisor;
- Maintain Memorandum and Special Order Manual for each year;
- Prepare and ensure proper distribution of department manual additions;
- Issue and maintain system of issuing Special Orders as directed by the Chief of Police or Assistant Chief of Police;
- Process, file, and maintain Finger Print Cards of suspects and ensure proper routing;
- Obtain and maintain a system of obtaining requisitions and purchase order numbers and ensuring proper routing to Treasurer. Research invoices that are past due and in question;
- Post and balance receipts for bail, fine, warrant, and report receipts;
- Post Arrest Report;
- Post all checks written to the Disbursement Journal;
- Prepare and submit department payroll every two (2) weeks;
- Prepare monthly NIBRS Reports;
- Validate warrants and reports entered in ACIC/NCIC;
- List completed ticket books in Log Book and forwarded to the District Clerk's office;

- Process records check requests on individuals;
- Type checks to clerk's office or City Treasure's office for payments received for bail, fine, warrants or reports;
- Transcribe audiotapes of interviews as requested by Chief of Police, Assistant Chief of Police, or CID;
- Answer telephones and direct calls as necessary. Take accurate messages and forward them promptly;
- Maintain scheduling for Chief of Police and Assistant Chief of Police or the Adjutant;
- Assist Adjutant with maintenance and updating of employee personnel files;
- Open, date stamp and distribute mail;
- May supervise community service workers, student workers, volunteers;
- May supervise and train new personnel as assigned;
- Assist officers in searching and processing prisoners;
- Run vehicle license and drivers' license through ACIC/NCIC, hot files for wrecker companies, criminal history and background checks for officers, enter stolen property and warrants into ACIC/NCIC;
- Monitor prisoners when officers must leave the station;
- Advise his/her supervisor of unusual findings and observations;
- Request advice and assistance from the supervisor in those matters that require a decision beyond the scope of his/her knowledge or authority;
- Does related work as required by the Malvern Police Department Chain of

Command;

### **Knowledge, Skills, and Abilities**

Possession of the following knowledge, skills, and abilities at a level necessary to do police work:

- Interest in Police Work - willingness to handle routine, repetitive tasks; relate to others; work with minorities; work with fellow employees and officers and the general public; participate in situations which require courage; function in different roles; work under hostile conditions, change appearance for job requirements and conditions; accept new job duties; and work weekends, holidays, shifts, overtime, and 8-12 hour workday, 3-5 days per workweek;
- Ability to Take Orders - the ability to relate to supervisors; to maintain objectivity; take criticism and control temper;
- Ability to Take Responsibility - ability to work without supervision; reliability; ability to participate in situations which require courage, refrain from abusing authority vested in official role; maintain confidentiality of information; and refrain from using excessive sick or unauthorized leave;
- Self-Control - the ability to control one's temper, maintain objectivity; take criticism, function under oral or physical stress; use authority effectively; and function in different roles;
- Ability to Communicate Effectively - the ability to testify accurately; obtain information from citizens under normal and stressful conditions; com-

- municate effectively in person, in writing, and via radio;
- Ability to Make Reasonable Decisions Rapidly - the ability to reason logically; apply discretion in maintaining confidentiality of information; observe and interpret what is observed; and apply good judgment;
  - Willingness to support and abide by the Malvern Police Department Organizational Statement;
  - Ability to Learn - the immediate potential to learn to write readable, comprehensible reports, letters, and memorandums; to read and interpret relevant procedural material; read maps; apply regulations; communicate verbally with others under stress, or with mental or physical disabilities, and analyze material and situations
  - Emotional Stability - the ability to take verbal abuse; the possession of: compassion; tact; honesty, integrity, maturity, tolerance, self-confidence, truthfulness and psychological stability; ability to meet the physical and psychological demands of public service work;
  - Ability to Problem Solve - the ability to identify problems or issues that are of concern to residents of the City, and the ability to respond successfully to these problems through the resources of the Police Department, other City Departments, and/or other governmental or private agencies;
  - Ability to Present a Professional Appearance – the ability to maintain good, healthy personal hygiene, and present a professional, well-groomed, neat, business-like appearance;
  - The willingness to volunteer within the community to demonstrate support



for the community;

### **Interpersonal Relationships**

- Maintain a harmonious work environment and relationship with all fellow employees of the City of Malvern and the Malvern Police Department;
- Promote good working relations in crime prevention and law enforcement matters by personally establishing good working conditions;
- Personal conduct and the manner in which you represent the department should leave no doubt as to your loyalty and interest in providing a safe environment for the citizens and visitors of the City of Malvern;
- Always employ diplomacy and tact with others, which is necessary to avoid antagonism and conflict;
- Treat all persons with respect and dignity unless they, by their own actions, will not allow it;
- Your diplomacy and tact must inspire confidence and respect and result in effective work relationships and good public relations;
- Maintain an attitude of spontaneous willingness to render maximum assistance to all who require or request advice and guidance concerning matters within your jurisdiction;
- Demonstrate job performance which produces prompt and effective results;
- Demonstrate individual initiative when providing services;

## **Dependability**

- Keep the supervisor informed of anticipated or existing problems that tend to decrease the effectiveness of operations. When in your judgment exceptional action is warranted, you should make prompt appropriate recommendations;
- A satisfactory level of performance will be attained when you demonstrate that you can be depended upon to render appropriate assistance and accurate information to the supervisor;
- Report for assigned duty promptly. Must be present for duty at the appointed time, and dressed and equipped according to policy and/or supervisor's orders. Must demonstrate preparedness for duty by having current data and information necessary for the effective performance of duty;

## **Management and Planning**

- A Police Service Representative works under supervision with authority to make decisions and take independent action in performance of daily assignments.
- Decisions will be based on factual information;
- Independent action taken will demonstrate good judgment and individual competence;
- When on duty with no direct supervision, all assignments and work will be accomplished in such a manner that will assure efficient duty performance;

## **Accuracy**

- With few exceptions, your recommendations and/or decisions must be dependable, accurate and tempered with good judgment;

- Decisions should be based on logical reasoning, a knowledge of departmental rules, regulations, policies and procedures and an understanding of all factors involved;
- In daily operations, you are required to keep errors in writing to an absolute minimum. Particular attention will be given to accurate spelling, sentence structure, completeness;

### **Supervision Received**

- Works under the general supervision of a Police Sergeant or other personnel as assigned;
- Demonstrate a sincere interest in the welfare of your fellow employees and effectively contribute to good morale;

### **Supervision Exercised**

- May assist in the training of new personnel;
- May supervise Community Service workers, student workers, volunteers, or other personnel as assigned;

### **Work Conditions:**

- Generally, 40 hours per week, Monday through Friday, 8 a.m. to 4 p.m., however, conditions may require working other shifts and more than 40 hours.
- The work environment characteristics described here are representative of

those an employee encounters while performing the essential functions of this job.

- While performing the duties of this job, the employee may be required to operate an automobile, use office equipment such as computers, calculators, telephones etc. The noise level in the work is usually low.

### **Special Conditions**

- Required to work a basic schedule consisting of a workweek between three and five days and between eight and twelve hour workdays, depending on scheduling;
- May be required to work odd and unusual hours, including weekends and designated holidays, and to be subject to callback in the performance of job duties, and to work overtime;
- May be required to work under hostile conditions;
- May be required to work in inclement or dangerous weather conditions;

### **Care and Maintenance of Equipment**

- Perform office equipment maintenance checks, insure that scheduled maintenance is provided, and inspect for equipment function and damage prior to tour of duty, promptly reporting any damage or unserviceable condition to the supervisor or the Assistant Chief of Police;
- Operate police vehicles in accordance with state and local laws and departmental policy.

**Benefits**

- Paid medical benefits (individual and family).
- Worker's Compensation.
- Paid vacation.
- Paid sick leave.
- Paid holidays.